PIONEER®
U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

March 17,1980

To:All Video Disc Personnel
All Authorized Video Disc Service Centers

From:John Esposito
Subject:PR-7820 Feedback Record

Enclosed is a copy of the 7820 Feedback Record for February . The solutions listed are based on the repair forms you submitted to U.S. Pioneer. In order for us to accurately update this report,please submit your repair forms as quickly as possible. Also insure that they are accurately filed out.

Thanks for your corporation.

John
John

JE:kt

cc:Fred Ellis
Russ Park
Eric Sandler

PIONEER®
U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

PR-7820:FEEDBACK RECORD
Month Ending: Feb. 80
Based On 330 Field Calls

PIONEER®
U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

No Or Poor Picture

1) Laser Power Supply	41	units
2) 47 Kohms Resistor	36	units
3) Current Stablizer	32	units
4) O.T.F. (optical-TRKG-FOCS)	13	units
5) Spindle Adjustment	2	units
6) Video Time Base Corrector	3	units
7) Relay on FFMP	1	units
8) Poor Connections	2	units
9) Cables from VDP To T.V.	5	units
10) Installation	3	units
11) Disc	3	units
12) Shutter Assembly	2	units
13) Problem not Verified	8	units
14) T.V.-VDP Switch	3	units
15) Display	2	units

PIONEER®
U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

Carriage And Cover Control

1) Park or End Micro Switch	26	units
2) Microprocessor	7	units
3) Display	3	units
4) Carriage String	1	units
5) Carriage Board	1	units
6) Carriage Motor	1	units
7) Cover Jammed	2	units
8) Transport Screw	2	units
9) Not Verified	8	units
10) System Power Supply	3	units

PIONEER
U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

Noise or No Spindle Rotation

1) Spindle Motor 5 units

2) Spindle Board 2 units

3) System Power Supply 3 units

PIONEER®

U.S. PIONEER ELECTRONICS CORP.

75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

No Color-Jumpy Picture

1) Spindle Mod.	14	units
2) Video Time Base	8	units
3) Switch on Int/Ext	3	units
4) Spindle Board	3	units
5) Disc	2	units
6) Not Verified	2	units

PIONEER®
U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

Poor Tracking-Poor Focus-Poor Searching-Poor Scanning-No Initial Start

1) Tracking	38	units
2) Focus	33	units
3) Optical	25	units
4) Spindle	7	units
5) System Power Supply	3	units
6) Focus Motor	2	units
7) Video Time Base	1	units
8) Loose Boards	2	units
9) Display	6	units
10) Carriage Motor	1	units
11) Clean Platform	50	units
12) Not Verified	5	units

PIONEER®
U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

No Function-No Sound-No Indexing

1) Dealer Did Not Know Operation	10	units
2) Dater & Clock Recovery	1	units
3) Microprocessor	3	units
4) Optical Platform	2	units
5) Display	3	units
6) Tracking	2	units
7) System Power Supply	2	units
8) Poor Disc	10	units
9) Audio Demod	3	units
10) DADT	3	units
11) Not Verified	10	units

PIONEER®
U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

No Power

1) SYPS	3	units
2) Short on Board	5	units
3) Bad Fuse Holder	3	units
4) Transformer	1	units

PIONEER®
U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

Misc. Problems

1) Spindle Boots 10 units

2) T.V.-VDP Switch 1 units

3) Display 1 units